ABSTRACT OF THE DISCLOSURE

A system, method and program product for diagnosing, controlling and collecting information from devices. Information regarding events of each one of a plurality of target applications executing in an application unit is collected and formatted into one of multiple data formats for transmission through one of multiple communication protocols at the request of each of the target applications, through an interface. A combination of a data format and communication protocol requested by a target application is verified for validity. If the requested combination is invalid, a valid combination is substituted for more reliable transmission. The formatted data is transmitted through, e.g., e-mail or FTP to a predetermined destination or may be saved to local storage, e.g., a local disk. By sharing resources, code duplication is reduced or eliminated.